

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Manda Machine Co, Inc.

Texas Manufacturing Assistance Center

Manda Machines Its Way to Excellence

Client Profile:

Manda Machine Company, Inc. is a high-quality precision machining facility located in Dallas, Texas. Manda engineers, designs and builds metal removing equipment, work-holding fixtures and special tooling, assembly and test equipment, and inspection and calibration equipment and gages. They also manufacture and machine prototype through production precision-machined parts. Manda Machine Company is a third-generation, family-owned business that started in 1950. They employ 27 people.

Situation:

Manda Machine supplies precision components for use in power plants, aerospace, automotive and packaging equipment. Manda wanted to sustain a competitive edge in the highly competitive Dallas-Fort Worth machining market. Their management team made a strategic decision to develop a journey toward continuous improvement. Company President Andy Ellard participated in a Manufacturing Conference in Dallas and heard a presentation on Quality Management Systems (QMS) from the Texas Manufacturing Assistance Center (TMAC), a NIST MEP network affiliate. Ellard contacted TMAC for assistance.

Solution:

TMAC conducted an in-depth operations assessment which led to a request for proposal to design and implement a complete QMS. University of Texas at Arlington engineering students assisted TMAC field staff with data gathering and Value Stream Mapping (VSM). Every employee's processes were mapped from purchasing to shipping. Manda successfully achieved registration to the ISO 9000 standard after a ten-month implementation.

Upon successful completion of the QMS project, Manda was sold on the benefits and began taking the next step by working with TMAC to implement the Training Within Industry program (TWI). TWI builds and maintains positive employee relations, trains workers to quickly remember how to perform jobs correctly, safely and conscientiously, and improves the ways in which jobs are done. Components of the program include: Job Relations, Job Instruction, and Job Methods.

With TMAC's assistance, Manda Machine has increased productivity, reduced training times, and improved morale. Ellard noted one of the biggest changes occurred in the pride of its employees in keeping a clean shop. In addition, their ideas and innovations are given due consideration and feedback, and communication is more open. Employees are energized with the utilization of visual controls and are currently incorporating steps of the Lean methodology tool 6S (Sort, Set in Order, Shine, Standardize, Sustain, Safety). Business with current customers has increased 50 percent in part due to kitting of the required tooling and an increased use of kanban systems.

Results:

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- * Achieved ISO 9000 certification.
- * Increased business by 50 percent.
- * Reduced scrap by 12 percent.
- * Improved on-time delivery by 7 percent.
- * Reduced machine downtime by 25 percent.
- * Created 6 new jobs.
- * Retained 21 jobs.

Testimonial:

"The experts we've been exposed to through the TMAC organization are extremely professional and know their stuff."

Andy Ellard, President